

TA Performance Surveys

Effective March 28, 2019, HUD will require TA awardees or their subawardees (henceforth referred to as “TA Providers” for the purposes of this document) to evaluate the effectiveness and performance of technical assistance delivered using HUD-defined outcomes and TA performance surveys. This requirement is pursuant to HUD’s required implementation of 2 CFR 200.301. This requirement applies to work plans that include HUD standardized outcomes, which HUD began requiring in the TA Portal on April 20, 2018.

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Purpose of TA Performance Surveys

The purpose of the TA Performance Surveys (“TA surveys”) is to determine the effectiveness of technical assistance in meeting established outcomes. To evaluate effectiveness and outcomes resulting from technical assistance services delivered, the TA surveys collect data from the TA Recipient, HUD staff, and the TA Provider. The data will provide information about TA delivery to ensure quality TA is delivered. The data will also help HUD evaluate, prioritize, and improve the Community Compass program and its management of limited technical assistance resources.

TA surveys will measure whether a HUD TA engagement achieved its expected outcomes from the perspective of the TA Recipient, HUD Staff, and the TA Provider.

How will HUD use the TA Performance Survey data?

TA survey data will help HUD evaluate, prioritize, and improve the Community Compass program and management of limited technical assistance resources. The data collected will also be used to support risk management and award decisions.

Program authority

2 CFR 200.301 requires HUD to establish performance measures for its federal assistance programs. For Community Compass, HUD established performance measures with Outcome guidance on April 20, 2018. TA Providers are required to set targets for and report on the established performance measures for work plans submitted in the TA Portal. Additionally, 2 CFR 200.328 establishes standards for monitoring and reporting program performance.

The Community Compass Program NOFA, the HUD General NOFA, and the Cooperative Agreement Provisions also establish authority for performance evaluation, program evaluation, and monitoring.

Data collection authority

HUD is allowed to solicit survey data under the authority of the Paperwork Reduction Act, OMB Control Number: 2506-0212 (Exp. 06/30/2020).

Outcomes: The basis for TA Performance Surveys

On April 20, 2018, HUD distributed guidance on TA outcomes, which were defined as the intended results or effects the TA will have on the recipient, community, issue, or topic once the TA is completed. The guidance detailed that an expected outcome should describe what will be different as a result of the TA. Expected outcomes were further defined as the near-term results, effects, and differences from TA completion to no-later-than 90 days post-TA.

Once approved in a work plan, outcomes form the basis for much of the TA survey. Specifically, the outcome descriptions associated with work plans will auto-populate the TA surveys. See [Appendix I: TA Performance Surveys – Recipient/HUD Staff/TA Provider](#) for samples of the three types of TA surveys showing the survey formatting and how outcomes are featured in the surveys.

Which TA work plans require TA Performance Surveys?

The requirements and procedures in this document apply to all TA awards; however, at this time, HUD only requires TA Performance Surveys for the following types of work plans:

- Needs Assessment
- Direct TA, including targeted Direct TA, On-Call, and Regional Outreach

Training Delivery work plans must have standardized HUD outcomes and outcome descriptions, but they will not require TA surveys. In-person training delivery work plans will continue to utilize training surveys that are based on learning objectives.

Product Development work plans must have standardized HUD outcomes and outcome descriptions, but they will not require TA surveys. At this time a product survey has not been developed but may be developed in the future for HUD staff and TA Providers and would be based on learning objectives. Since most Product Development work plans develop tools with a large number of grantees, there will be no recipient surveys.

In rare cases, HUD may determine that a TA survey should not be administered for a particular work plan. TA Providers should consult the HUD program points-of-contact and the GTR with any questions.

Summary of interrelated guidance

The chart below summarizes which work plan types require Learning Objectives, Outcomes, and Surveys – all of which work together to provide data to support continuous improvement in the quality of HUD TA. Note that Administration, Coordination, website, and AAQ work plans do not require any of these items at this time.

| | Outcomes | Learning Objectives | Training Survey | TA Survey |
|---------------------|----------|---------------------|-----------------|-----------|
| Direct TA | X | | | X |
| On-Call TA | X | | | X |
| Needs Assessment | X | | | X |
| Training Delivery | X | X | X | |
| Product Development | X | X | | |
| Regional Outreach | X | | | X |

When should TA Performance Surveys be initiated?

TA surveys should be initiated after the TA is completed. TA completion is defined as the point when deliverables and task completions occur and no further TA on that deliverable and/or task is expected by the recipient or planned by the TA Provider. The TA completion timing will not be the same for every work plan, nor is there one definition to satisfy all potential scenarios. The TA Provider should initiate a TA survey once the approved TA is completed and there is a reasonable expectation that survey participants will be informed enough to complete the survey with confidence, specifically whether the expected outcome was achieved and the level of customer satisfaction.

Who should receive a TA survey?

For each TA engagement, TA surveys should be sent to three types of respondents: TA Recipients, HUD Staff, and TA Providers.

1. **TA Recipients.** In general, HUD anticipates that one TA survey will be sent to the key contact for the organization that received the TA. It is permissible to send a survey to a second individual within the organization if that is appropriate for the mix of TA activities undertaken.
2. **HUD Staff.** The key HUD staff member responsible for the technical aspects of the work should receive a TA survey. This could be the POTAC, GTM, other HQ program staff, or HUD Field Office staff. The goal of these surveys is to obtain HUD's perspective on the outcomes achieved by the TA and the TA Provider's performance.
3. **TA Providers.** The TA Provider who initiates a survey should have one representative from its firm receive a TA survey. The goal of the survey is to determine the firm's assessment of its own performance.

Communicating with TA Recipient about the TA Performance Survey

It is recommended during the course of the TA that the TA Provider inform the TA recipient that they will receive a satisfaction survey from HUD after the TA engagement has ended. Their response is voluntary and confidential.

Initiating and administering TA Performance Surveys

The TA Provider initiates and populates the TA surveys form in the TA Portal. After all required information has been entered, the TA Provider presses a button to send the survey information to HUD User. HUD User then sends the survey to the individuals designated as survey recipients and collects their responses.

Initiating a TA Performance Survey

To initiate a TA survey, the TA Provider must click the "Surveys" tab in the TA Management module in the TA Portal, then select the "Initiate New Survey" button. The next screen is the "TA Engagement Information" input screen. Many fields on this screen will auto-populate (e.g., work plan name, work plan number, Lead TA Provider, outcome, and outcome description). See [Appendix III: Screenshots of TA Portal](#) and [Appendix IV: Map of Data from Work Plan to TA Survey](#).

The TA Provider will need to input the following information:

- **TA Recipient organization** (drop down menu)
- **Other TA Providers**, if applicable (drop down menu)
- **Engagement dates** (start and end date for when the TA was provided to the recipient)
 - Engagement dates are not the work plan period of performance but rather a meaningful date range the recipient will recognize as to when TA was provided.
- **Brief Description of TA provided** (500 characters or less to clarify which TA engagement the survey pertains to)
 - The description is an important data element as it will be included on the TA survey and in the initial and reminder emails to survey respondents. It needs to 1) mention the TA Provider by name, 2) be concise and clear, 3) and refer to the actual work performed by the TA Provider. This should not be a cut and paste of the work plan scope. See the last FAQ in [Appendix V: FAQs](#) for examples of a good TA description.
- **Survey recipients** (name, organization, and email for the individuals who should provide feedback on the TA engagement – may include TA Recipients, TA Providers, and HUD Staff)

TA Providers must complete all fields and enter at least one survey recipient from *any* of the three groups (TA Recipient, TA Provider, or HUD Staff). There is no system limit to how many survey recipients may be added, **but typically only one respondent from the TA recipient, one representative of the TA Provider organization, and one HUD contact will be included.**

The “*Outcomes*” section of the survey request is auto-populated with the outcome(s) and outcome description(s) from the latest approved work plan.

- For work plans with multiple TA recipients that have different outcomes or outcome descriptions, select only the outcomes that apply to the selected TA recipient(s). Review the outcome descriptions carefully and delete outcome descriptions not relevant to the selected TA recipient(s) from the survey request. TA Providers may not edit the remaining outcome descriptions.
- For work plans with multiple TA recipients with a common HUD outcome but differing outcome descriptions, the TA Provider must select the outcome descriptions appropriate for the current survey’s recipients.

See [Appendix VI: Scenarios](#) for examples.

After all fields have been completed, the TA Provider will click “*Save and Send*” at the bottom of the screen. The next screen provides a summary of the survey for review and an option to “*Confirm and Send*” or to “*Cancel*”). More information about sending and editing surveys is provided below.

Editing a TA Performance Survey

Once saved, the survey details will be viewable in the TA Portal Survey tab. To view additional details for a survey, click the “+” icon. The TA Provider will see further survey details and an “*Edit or Add Recipients*” link that allows the TA Provider to edit the survey details.

- Prior to sending a TA survey request to HUD User, the TA Provider can edit all survey details (e.g., TA description, engagement dates, outcome descriptions, TA recipient) except for fields auto-populated by the system.
- After sending a survey request to HUD User, most fields are locked and cannot be edited. The only change that is possible after sending the request to HUD User is adding survey recipients. Being able to add additional survey recipients allows adjustments in case an incorrect email was inserted or an intended recipient was omitted. Locking a survey after submission to HUD User ensures that the survey details will be the same for each survey recipient under any given TA engagement.

Because all the survey fields become non-editable once a survey has been sent to HUD User, TA surveys that have been sent to HUD User cannot be reused for other engagements within the same work plan (On-Call work plans serve as the best example, but also Direct TA plans with multiple recipients). See [Appendix III: Screenshots of TA Portal](#).

Deleting a TA Performance Survey

TA surveys that have been saved but not yet sent to HUD User, can be deleted. To delete an unsent survey, click the “*Delete Survey*” button in the TA Portal Survey tab. See [Appendix III: Screenshots of TA Portal](#).

Sending a TA Performance Survey to HUD User

To send a survey to HUD User, the TA Provider must:

1. Click the *"Save and Send"* button.
2. Review the TA Engagement information carefully.
 - a. Click *"Cancel"* if any changes are required.
 - b. Click *"Confirm and Send"* to send.

CAUTION: There is no way to recall or delete a survey that has been sent to HUD User. To avoid potential accidents, after clicking the *"Save and Send"* button, the system will ask the TA Provider to re-confirm before the survey is actually sent to HUD User. Be sure to review the content carefully before clicking *"Confirm and Send."*

Confirming and sending the survey to HUD User is the last step. Once the survey is confirmed and sent, TA recipients may be added, if needed, but further edits to the survey cannot be made.

Status of TA Performance Survey

Upon entry into the Survey Tab, the TA Portal will display one of the following survey statuses:

1. **Not Sent:** This status indicates the survey is still in draft form in the TA Portal.
2. **Survey Request in Progress:** This means that the request has been sent to HUD User to create/send the survey but the survey has not yet been sent to survey recipients.
3. **Survey Sent:** This means that HUD User has created/sent the survey to survey recipients.

What happens after a TA Performance Survey is sent to HUD User?

When HUD User receives survey details from the TA Portal, HUD User sends the survey, configured with the information entered by the TA Provider, to the individuals designated as survey recipients. Each survey recipient receives a unique link to their specific survey via email. HUD User sends surveys in batches approximately every hour. At this time, HUD User is not taking further action on any bounce back / undeliverable emails. There is an option in the survey for the respondent to indicate that they are not the correct individual to complete the survey and to provide the contact information for the correct individual. In this scenario, the new respondent will not be reflected in the TA Portal.

The initial email sent by HUD User to the survey respondents includes basic information about the survey, including the brief description of the TA, engagement dates, and a link to the individual's specific survey to complete.

HUD User tracks the status of each survey by recipient in order to send reminder emails to those who have not completed the survey. The survey closing date is set for two weeks after the survey is sent. HUD User will send two reminders: the first one will be sent one week after the initial notification, and the second reminder will be sent one day before survey closes. See [Appendix I: TA Performance Surveys – Recipient/HUD Staff/TA Provider](#) and [Appendix II: HUD User Emails: Initial/1st Reminder/2nd Reminder samples](#) for the content of the emails and surveys.

Information about survey completion is not available to TA Providers.

Multiple TA Engagements under One Work Plan

Some work plans contain multiple TA engagements. This is especially true for On-Call TA work plans. For work plans with multiple TA engagements, a TA Provider can send out different surveys for each engagement. The TA Provider would follow the same steps for each engagement:

- 1) Click the *“Initiate New Survey”* button
- 2) Fill out *“TA Engagement Information”* input screen
- 3) Click *“Save and Send”* at the bottom of the screen
- 4) Review a summary of the survey
- 5) Press the *“Confirm and Send”* button

On the TA Survey tab, a box will appear entitled *“Survey – Engagement #1”* with the TA recipient organization(s) and engagement dates displayed. This box can be expanded to display all of the information entered in the survey input screen.

If multiple surveys are needed under one work plan (e.g., because the work plan has multiple recipients with different TA delivered), subsequent surveys will be numbered sequentially (i.e., *Survey – Engagement #2, Survey – Engagement #3, etc.*) in the TA Surveys tab.

“Survey - Engagement #” only appears in the TA Portal and is used to organize content in the interface. *“Survey - Engagement #”* does not appear in the actual surveys that are distributed to the TA recipient, HUD Staff, or TA Provider. This numbering system can be used for a quick comparison between the number of recipients in the work plan and the number of surveys.

TA Providers should initiate a TA survey for each individual engagement and refrain from grouping multiple engagements and TA recipients on the same survey. Contact your GTR if you have a circumstance or scenario where surveying multiple TA recipients is desired and might be the best option.

Multiple Collaborating TA Providers

When appropriate and directed by HUD, multiple TA Providers may be tasked to coordinate on a particular TA engagement/activity. In some instances, HUD may identify a Lead TA Provider to coordinate, lead, and guide the overall TA effort; in others, the TA Providers may work together without a Lead TA Provider.

TA Providers working on a collaborative TA effort should always include information in the work plan indicating how TA surveys will be initiated, meaning which TA Provider organization should initiate a survey to whom for what aspect of the TA engagement. This will avoid burdening TA recipients (or other TA participants) with overlapping or redundant surveys from multiple TA Providers. TA Providers should only initiate surveys in accordance with the survey strategy outlined in the work plan scope tab.

When a Lead TA Provider is assigned, the Lead TA Provider is responsible for developing a strategy specifying which TA Provider will have responsibility for initiating a survey for which recipients, and which HUD outcomes and outcome descriptions will be related to those tasks. The Lead TA Provider should share this strategy among the assigned TA Providers.

When no Lead TA Provider is assigned, the collaborating TA Providers must coordinate and agree upon which firms will have responsibility for initiating a survey for various recipients or tasks. Since there are many different scenarios, it is best for TA Providers to consult the HUD program office and the GTR to develop a strategy for initiating TA surveys tailored to the circumstances of the engagement.

See [Appendix VI: Scenarios](#) and [Appendix V: FAQs](#) for more information on engagements involving a Lead TA Provider.

TA Survey Confidentiality

Individual survey results are confidential and cannot be shared with TA Providers or HUD program office staff who have assisted in coordination of the TA.

To ensure confidentiality, TA Providers may only initiate surveys using the TA Portal. This ensures that individual survey responses will not be accessible to TA Providers or other unauthorized individuals. A TA Provider may not administer the survey by any means other than the TA Portal (e.g., a TA Provider may not print and distribute hard copies of the surveys). Any situation in which individual survey results would be available to the TA Provider would violate the survey's Paperwork Reduction Act requirements.

TA Survey Results

Though results of individual surveys cannot be shared with TA Providers, HUD may share aggregated survey results with TA Providers. HUD is currently working on a process for sharing aggregated survey results and will provide further information in the future.

Voluntary or Required?

TA survey completion is voluntary for all TA survey participants.

Appendix I: TA Performance Surveys – Recipient/HUD Staff/TA Provider

TA Recipient Version

HUD DIRECT TA SURVEY: TA RECIPIENT VERSION

Your organization, [TA RECIPIENT], recently received HUD-funded technical assistance led by [LEAD TA PROVIDER ORGANIZATION]. You may have received assistance from multiple firms on various topics during this engagement, but please think about the assistance coordinated through [LEAD TA PROVIDER ORGANIZATION] as you are completing this survey.

[The following description will be pre-filled for the respondent when they receive the survey.]

TECHNICAL ASSISTANCE ENGAGEMENT DETAILS

LEAD TA PROVIDER ORGANIZATION: _____

PERIOD OF PERFORMANCE: XX/XX/XXXX – XX/XX/XXXX

ADDITIONAL TA PROVIDER(S) INVOLVED IN THIS TA ENGAGEMENT: _____

TA DESCRIPTION: _____

We would like to ask you a few questions regarding your experience with this specific engagement and your impression of the effectiveness of the TA. Before proceeding, please confirm that you were directly involved in this TA program and feel qualified to provide general feedback on the Direct TA engagement, including questions about how well it met intended outcomes.

- ☐ Yes, I was directly involved in this TA program and feel qualified to answer this survey.
- ☐ No, I am not the right person to participate in this survey.

IF RESPONSE = NO, I am not the right person to participate in this survey; Please enter the name and email for an individual who had direct experience with the technical assistance provided to your organization and whom would be qualified to answer questions regarding achievement of intended outcomes and general feedback.

The correct respondent is:

_____ [NAME] _____ [EMAIL]

Please complete this survey by [DATE].

If you have any questions while taking this survey, please contact communitycompass@hud.gov.

Note: Please do not use the "Back" or "Forward" buttons on the top of your browser while in the survey. By doing so, the survey will not work properly, and your responses will not be saved.

SURVEY QUESTION 1: SATISFACTION WITH TA PROVIDED

1A. Overall, how satisfied were you with the TA provided?

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Dissatisfied
- ☐ Very Dissatisfied

☐ I don't know

1B. How satisfied were you with the following TA elements:

| Direct TA Elements | Very Dissatisfied | Dissatisfied | Satisfied | Very Satisfied | I don't know |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Provider knowledge and skills | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Provider organization and management of the work | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Provider communication | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Provider follow-through | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Length of TA Engagement | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Level of TA Support Provided | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Focus of the TA Engagement | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Coordination among parties, including the TA recipient(s), TA provider(s), and HUD/Field Office staff | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other, please specify: _____ _____ _____ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Please provide any additional comments related to your ratings: _____

ANTICIPATED OUTCOMES FOR THIS TA ENGAGEMENT

[This section comes pre-filled for the survey respondent; Questions 2-5 will be asked for each Outcome]

At the start of this engagement, the TA provider(s) and your organization agreed to work toward improving your organization's capacity in the following areas:

[List HUD Outcomes and TA provider-supplied outcome descriptions in table format]

SURVEY QUESTION 2: PROGRESS TOWARD ACHIEVING SELECTED OUTCOME(S)

To what extent has your organization [insert outcome]? See attachment at end for a sample of how this would look for a respondent.

○ **100%**-Outcome fully achieved ○ **80%** ○ **60%** ○ **40%** ○ **20%** ○ **0%**-Outcome was not achieved ○ I don't know

SURVEY QUESTION 3: FOLLOW-UP ON FACTORS RELATED TO SUCCESS

[Note: This is a skip pattern question (dependent on score of 20-100% on Question 2)]

3A. What factors contributed to the improvement in the identified area? (select all that apply)

- ☐ Guidance or support provided by the TA provider
- ☐ Guidance or support provided directly by HUD
- ☐ Increase in funding or revenue dedicated to the area
- ☐ Increase in number of staff assigned to work in that area
- ☐ New organizational structure or new/increased leadership support for the area
- ☐ New political leadership
- ☐ Improvement in local economy or other external factors
- ☐ Other, please specify: _____
- ☐ I don't know

3B. How likely do you think it is that your organization will sustain improvement in the identified area over the next year?

- ☐ Very Likely
- ☐ Likely
- ☐ Unlikely
- ☐ Very Unlikely
- ☐ I don't know/ Not applicable

SURVEY QUESTION 4: FOLLOW-UP ON FACTORS RELATED TO BARRIERS TO SUCCESS

[Note: This is a skip pattern question (dependent on score of 0-80% on Question 2)]

In your opinion, which of the following prevented your organization from fully achieving this outcome? [Select all that apply]

- ☐ Assistance from the TA Provider was not adequate (please explain specific concern in the comments section)
- ☐ Guidance provided directly by HUD was not adequate (please explain specific concern in the comments section)
- ☐ Level of engagement of our organization's staff was not adequate
- ☐ Turnover in our organization's staff or leadership
- ☐ Insufficient number of available staff at our organization
- ☐ Inadequate support from our organization's leadership/management
- ☐ Decrease in or insufficient political support
- ☐ Decrease in funding or revenue dedicated to this area
- ☐ Decline in economy or other external factors
- ☐ Other, please specify: _____
- ☐ I don't know

Please provide any additional comments related to factors affecting progress toward outcomes: _____

SURVEY QUESTION 5: STATUS OF THE TECHNICAL ASSISTANCE

Is the TA provider continuing to provide support to your organization on this issue as part of a follow-up TA engagement?

- ☐ Yes
- ☐ No
- ☐ I don't know

Please explain your response: _____

SURVEY QUESTION 6: RECOMMENDATIONS FOR IMPROVING HUD'S TA PROGRAM

Please provide any recommendations for ways to improve HUD's technical assistance program: _____

EXAMPLE SURVEY QUESTION 2 – TA RECIPIENT RESPONDENT VIEW

SURVEY QUESTION 2: PROGRESS TOWARD ACHIEVING SELECTED OUTCOME(S)

| Outcome | Outcome Description |
|--|--|
| Improved capacity to design system-wide strategies that address community needs (e.g., designed innovative multi-disciplinary strategies, designed coordinated place-based development to leverage neighborhood impacts) | Provide Technical Assistance and Capacity Building to the Puerto Rico Public Housing Administration and the Puerto Rico Department of Housing to include: preparation of a redevelopment/Repositioning Plan for the 9 priority sites identified by PRPHA and HUD and to provide recommendations for prioritizing modernization and development projects. |

To what extent has your organization [improved capacity to design system-wide strategies that address community needs]?

- ☐ 100% -Outcome was fully achieved
☐ 80%
☐ 60 %
☐ 40%
☐ 20%
☐ 0%-Outcome was not achieved
☐ I don't know

| Outcome | Outcome Description |
|---|---|
| Improved coordination and alignment with other community or regional plans (e.g., HUD plans aligned with plans of other HUD or federal programs, local and regional government agencies, service providers, or nonprofit organizations) | Provide Technical Assistance and Capacity Building to the Puerto Rico Public Housing Administration and the Puerto Rico Department of Housing to include: recommendations regarding PRPHA's Five (5) Year Plan, including alignment with the strategic plan from regional advisory board and the city's Five (5) Year Plan. |

To what extent has your organization [improved coordination and alignment with other community or regional plans]?

- ☐ 100%-Outcome was fully achieved
☐ 80%
☐ 60%
☐ 40%
☐ 20%
☐ 0%-Outcome was not achieved
☐ I don't know

TA Provider Version

HUD DIRECT TA SURVEY: TA PROVIDER VERSION

Your organization, [TA PROVIDER], recently provided HUD-funded technical assistance to [TA RECIPIENT ORGANIZATION(S)] under Work Plan [WORK PLAN NUMBER].

[The following description will be pre-filled for the respondent when they receive the survey.]

TECHNICAL ASSISTANCE ENGAGEMENT DETAILS

TA RECIPIENT ORGANIZATION(S): _____

PERIOD OF PERFORMANCE: XX/XX/XXXX – XX/XX/XXXX

WORK PLAN #: _____

ADDITIONAL TA PROVIDER(S) INVOLVED IN THIS TA ENGAGEMENT: _____

TA DESCRIPTION: _____

We would like to ask you a few questions regarding your experience with this specific engagement and your impression of the effectiveness of the TA. Before proceeding, please confirm that you were directly involved in this TA program and feel qualified to provide general feedback on the Direct TA engagement, including questions about how well it met intended outcomes.

- ☐ Yes, I was directly involved in this TA program and feel qualified to answer this survey.
- ☒ No, I am not the right person to participate in this survey.

IF RESPONSE = NO, I am not the right person to participate in this survey; Please enter the name and email for an individual who had direct experience with the technical assistance provided and whom would be qualified to answer questions regarding achievement of intended outcomes and general feedback.

The correct respondent is:

_____ [NAME] _____ [EMAIL] _____

Please complete this survey by [DATE].

If you have any questions while taking this survey, please contact communitycompass@hud.gov.

Note: Please do not use the "Back" or "Forward" buttons on the top of your browser while in the survey. By doing so, the survey will not work properly, and your responses will not be saved.

SURVEY QUESTION 1: SATISFACTION WITH TA PROVIDED

How satisfied were you with the following TA elements:

| Direct TA Elements | Very Dissatisfied | Dissatisfied | Satisfied | Very Satisfied | I don't know |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Length of TA Engagement | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Level of TA Support Provided | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Focus of the TA Engagement | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Coordination among parties, including the TA recipient(s), TA provider(s), and HUD/Field Office staff | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other, please specify: _____ _____ _____ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Please provide any additional comments related to your ratings: _____

ANTICIPATED OUTCOMES FOR THIS TA ENGAGEMENT

[This section comes pre-filled for the survey respondent; Questions 2-5 will be asked for each Outcome]

At the start of this engagement, your organization and the TA recipient agreed to work toward improving the TA recipient organization's capacity in the following areas:

[List HUD Outcomes and TA provider-supplied outcome descriptions in table format]

SURVEY QUESTION 2: PROGRESS TOWARD ACHIEVING SELECTED OUTCOME(S)

To what extent has the TA recipient organization [insert outcome]? See attachment at end for a sample of how this would look for a respondent.

○ **100%**-Outcome fully achieved ○ **80%** ○ **60%** ○ **40%** ○ **20%** ○ **0%**-Outcome was not achieved ○ I don't know

SURVEY QUESTION 3: FOLLOW-UP ON FACTORS RELATED TO SUCCESS

[Note: This is a skip pattern question (dependent on score of 20-100% on Question 2)]

3A. What factors contributed to the improvement in the identified area? (select all that apply)

- ☐ Guidance or support provided directly by HUD
- ☐ Increase in funding or revenue dedicated to the area
- ☐ Increase in number of staff assigned to work in that area
- ☐ New organizational structure or new/increased leadership support for the area
- ☐ New political leadership
- ☐ Improvement in local economy or other external factors
- ☐ Other, please specify: _____
- ☐ I don't know

3B. How likely do you think it is that the TA recipient organization will sustain improvement in the identified area over the next year?

- ☐ Very Likely
- ☐ Likely
- ☐ Unlikely
- ☐ Very Unlikely
- ☐ I don't know/ Not applicable

SURVEY QUESTION 4: FOLLOW-UP ON FACTORS RELATED TO BARRIERS TO SUCCESS [Note: This is a skip pattern question (dependent on score of 0-80% on Question 2)]

In your opinion, which of the following prevented you from fully achieving this outcome? [Select all that apply]

- ☐ Engagement Scope was not adequate (e.g. period of support, level of support, focus of the engagement)
- ☐ Guidance provided directly by HUD was not adequate (please explain specific concern in the comments section)
- ☐ HUD response to the TA request was not adequate (e.g., delays in approving TA assignment, workplan or amendments)
- ☐ Level of engagement of recipient staff was not adequate
- ☐ Turnover in recipient staff or leadership
- ☐ Insufficient number of recipient staff available
- ☐ Inadequate support from recipient leadership/ management
- ☐ Decrease in or insufficient political support
- ☐ Decrease in funding or revenue dedicated to this area
- ☐ Decline in economy or other external factors
- ☐ Other, please specify: _____
- ☐ I don't know

Please provide any additional comments related to factors affecting progress toward outcomes: _____

SURVEY QUESTION 5: STATUS OF THE TECHNICAL ASSISTANCE

Are you continuing to provide support on this issue to this TA recipient organization as part of a follow-up TA engagement?

- ☐ Yes
- ☐ No
- ☐ I don't know

Please explain your response: _____

SURVEY QUESTION 6: RECOMMENDATIONS FOR IMPROVING HUD'S TA PROGRAM

Please provide any recommendations for ways to improve HUD's technical assistance program: _____

EXAMPLE SURVEY QUESTION 2 – TA PROVIDER RESPONDENT VIEW

SURVEY QUESTION 2: PROGRESS TOWARD ACHIEVING SELECTED OUTCOME(S)

| Outcome | Outcome Description |
|--|--|
| Improved capacity to design system-wide strategies that address community needs (e.g., designed innovative multi-disciplinary strategies, designed coordinated place-based development to leverage neighborhood impacts) | Provide Technical Assistance and Capacity Building to the Puerto Rico Public Housing Administration and the Puerto Rico Department of Housing to include: preparation of a redevelopment/Repositioning Plan for the 9 priority sites identified by PRPHA and HUD and to provide recommendations for prioritizing modernization and development projects. |

To what extent has the TA recipient organization [improved capacity to design system-wide strategies that address community needs]?

- ☐ 100% -Outcome was fully achieved
- ☐ 80%
- ☐ 60 %
- ☐ 40%
- ☐ 20%
- ☐ 0%-Outcome was not achieved
- ☐ I don't know

| Outcome | Outcome Description |
|---|---|
| Improved coordination and alignment with other community or regional plans (e.g., HUD plans aligned with plans of other HUD or federal programs, local and regional government agencies, service providers, or nonprofit organizations) | Provide Technical Assistance and Capacity Building to the Puerto Rico Public Housing Administration and the Puerto Rico Department of Housing to include: recommendations regarding PRPHA's Five (5) Year Plan, including alignment with the strategic plan from regional advisory board and the city's Five (5) Year Plan. |

To what extent has the TA recipient organization [improved coordination and alignment with other community or regional plans]?

- ☐ 100%-Outcome was fully achieved
- ☐ 80%
- ☐ 60%
- ☐ 40%
- ☐ 20%
- ☐ 0%-Outcome was not achieved
- ☐ I don't know

HUD Staff Version

HUD DIRECT TA SURVEY: HUD STAFF VERSION

We would like to ask you a few questions about a Community Compass technical assistance (TA) engagement that was recently delivered in your HUD region. Specifically, [TA RECIPIENT ORGANIZATION(S)] recently received technical assistance from [LEAD TA PROVIDER ORGANIZATION]. [TA RECIPIENT ORGANIZATION(S)] may have received assistance from multiple firms on various topics during this engagement, but please think about the assistance provided by [LEAD TA PROVIDER ORGANIZATION] as you are completing this survey. You may have been the person to request the TA on behalf of [TA RECIPIENT ORGANIZATION(S)], or you may have been informed about the TA as it was tasked and/or involved as the TA was delivered.

[The following description will be pre-filled for the HUD staff respondent when they receive the survey.]

TECHNICAL ASSISTANCE ENGAGEMENT DETAILS

TA RECIPIENT ORGANIZATION(S): _____

LEAD TA PROVIDER ORGANIZATION: _____

ADDITIONAL TA PROVIDER(S) INVOLVED IN THIS TA ENGAGEMENT: _____

PERIOD OF PERFORMANCE: XX/XX/XXXX – XX/XX/XXXX

WORK PLAN #: _____

TA DESCRIPTION: _____

Before proceeding, please confirm that you were directly involved in this TA program and feel qualified to provide general feedback on the Direct TA engagement, including questions about how well it met intended outcomes.

- ☐ Yes, I was directly involved in this TA program and feel qualified to answer this survey.
- ☐ No, I am not the right person to participate in this survey.

IF RESPONSE = NO, I am not the right person to participate in this survey; Please enter the name and email for another HUD staff member who had direct experience with the technical assistance provided and whom would be qualified to answer questions regarding achievement of intended outcomes and to provide general feedback.

The correct respondent is:

_____ [NAME] _____ [EMAIL]

Please complete this survey by [DATE].

If you have any questions while taking this survey, please contact communitycompass@hud.gov.

Note: Please do not use the "Back" or "Forward" buttons on the top of your browser while in the survey. By doing so, the survey will not work properly, and your responses will not be saved.

SURVEY QUESTION 1: SATISFACTION WITH TA PROVIDED

How satisfied were you with the TA provided to the TA Recipient?

- ☐ Very Satisfied
☐ Satisfied
☐ Dissatisfied
☐ Very Dissatisfied
☐ I don't know

How satisfied were you with the following TA elements:

| Direct TA Elements | Very Dissatisfied | Dissatisfied | Satisfied | Very Satisfied | I don't know |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Provider knowledge and skills | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Provider organization and management of the work | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Provider communication | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Provider follow-through | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Length of TA Engagement | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Level of TA Support Provided | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Focus of the TA Engagement | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Coordination among parties, including the TA recipient(s), TA provider(s), and HUD/Field Office staff | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other, please specify: _____ _____ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Please provide any additional comments related to your ratings: _____

ANTICIPATED OUTCOMES FOR THIS TA ENGAGEMENT

[This section comes pre-filled for the survey respondent; Questions 2-5 will be asked for each Outcome]

At the start of this engagement, the TA provider and the TA recipient(s) agreed to work toward improving the TA recipient organization's capacity in the following areas:

[List HUD Outcomes and TA provider-supplied outcome descriptions in table format]

SURVEY QUESTION 2: PROGRESS TOWARD ACHIEVING SELECTED OUTCOME(S)

To what extent has the TA recipient organization [insert outcome]? See attachment at end for a sample of how this would look for a respondent.

☐ **100%**-Outcome fully achieved ☐ **80%** ☐ **60%** ☐ **40%** ☐ **20%** ☐ **0%**-Outcome was not achieved ☐ I don't know

SURVEY QUESTION 3: FOLLOW-UP ON FACTORS RELATED TO SUCCESS

[Note: This is a skip pattern question (dependent on score of 20-100% on Question 2)]

3A. What factors contributed to the improvement in the identified area? (select all that apply)

- ☐ Guidance or support provided by the TA provider
- ☐ Guidance or support provided directly by HUD
- ☐ Increase in funding or revenue dedicated to the area
- ☐ Increase in number of staff assigned to work in that area
- ☐ New organizational structure or new/increased leadership support for the area
- ☐ New political leadership
- ☐ Improvement in local economy or other external factors
- ☐ Other, please specify: _____
- ☐ I don't know

3B. How likely do you think it is that the TA recipient organization will sustain improvement in the identified area over the next year?

- ☐ Very Likely
- ☐ Likely
- ☐ Unlikely
- ☐ Very Unlikely
- ☐ I don't know/ Not applicable

SURVEY QUESTION 4: FOLLOW-UP ON FACTORS RELATED TO BARRIERS TO SUCCESS

[Note: This is a skip pattern question (dependent on score of 0-80% on Question 2)]

In your opinion, which of the following prevented this outcome from being fully achieved? [Select all that apply]

- ☐ Assistance from the TA Provider was not adequate (please explain specific concern in the comments section)
- ☐ Engagement Scope was not adequate (e.g. period of support, level of support, focus of the engagement)
- ☐ Guidance provided directly by HUD was not adequate (please explain specific concern in the comments section)
- ☐ HUD response to the TA request was not adequate (e.g., delays in approving TA assignment, work plan or amendments)

- ☐ Level of engagement of recipient staff was not adequate
- ☐ Turnover in recipient staff or leadership
- ☐ Insufficient number of recipient staff available to support this work
- ☐ Inadequate support from recipient leadership/ management support to do this work
- ☐ Decrease in or insufficient political support
- ☐ Decrease in funding or revenue dedicated to this area
- ☐ Decline in economy or other external factors
- ☐ Other, please specify: _____
- ☐ I don't know

Please provide any additional comments related to factors affecting progress toward outcomes: _____

SURVEY QUESTION 5: STATUS OF THE TECHNICAL ASSISTANCE

Is the TA provider continuing to provide support on this issue to the TA recipient organization as part of a follow-up TA engagement?

- ☐ Yes
- ☐ No
- ☐ I don't know

Please explain your response: _____

SURVEY QUESTION 6: RECOMMENDATIONS FOR IMPROVING HUD'S TA PROGRAM

Please provide any recommendations for ways to improve HUD's technical assistance program: _____

EXAMPLE SURVEY QUESTION 2 – HUD STAFF RESPONDENT VIEW

SURVEY QUESTION 2: PROGRESS TOWARD ACHIEVING SELECTED OUTCOME(S)

| Outcome | Outcome Description |
|--|--|
| Improved capacity to design system-wide strategies that address community needs (e.g., designed innovative multi-disciplinary strategies, designed coordinated place-based development to leverage neighborhood impacts) | Provide Technical Assistance and Capacity Building to the Puerto Rico Public Housing Administration and the Puerto Rico Department of Housing to include: preparation of a redevelopment/Repositioning Plan for the 9 priority sites identified by PRPHA and HUD and to provide recommendations for prioritizing modernization and development projects. |

To what extent has the TA recipient organization [improved capacity to design system-wide strategies that address community needs]?

- ☐ 100% -Outcome was fully achieved
- ☐ 80%
- ☐ 60 %
- ☐ 40%
- ☐ 20%
- ☐ 0%-Outcome was not achieved
- ☐ I don't know

| Outcome | Outcome Description |
|---|---|
| Improved coordination and alignment with other community or regional plans (e.g., HUD plans aligned with plans of other HUD or federal programs, local and regional government agencies, service providers, or nonprofit organizations) | Provide Technical Assistance and Capacity Building to the Puerto Rico Public Housing Administration and the Puerto Rico Department of Housing to include: recommendations regarding PRPHA's Five (5) Year Plan, including alignment with the strategic plan from regional advisory board and the city's Five (5) Year Plan. |

To what extent has the TA recipient organization [improved coordination and alignment with other community or regional plans]?

- ☐ 100%-Outcome was fully achieved
- ☐ 80%
- ☐ 60%
- ☐ 40%
- ☐ 20%
- ☐ 0%-Outcome was not achieved
- ☐ I don't know

Appendix II: HUD User Emails: Initial/1st Reminder/2nd Reminder samples

Note: The messages below are the same for TA Recipient, HUD Staff, and TA Provider. The only differences would be found in the subject line.

Initial Email Sent to Survey Recipient with Survey Link

From: HUD TA Division <mailto:helpdesk@huduser.gov>
Date: Fri, Apr 23, 2019 at 12:15 AM
Subject: Complete HUD TA Performance Survey for Puerto Rico
To: mailto: John.Galt@email.com

Hello John Galt,

HUD's records indicate that you have been involved in the following HUD Technical Assistance (TA) engagement:

TA Recipients: Puerto Rico
Dates: 08/01/2018 - 3/31/2019
TA Provider: Cloudburst
Description: Cloudburst provided technical assistance to Puerto Rico that included the conduct of process mapping for disaster recovery activities. Cloudburst also provided processes and procedures to on board new staff, translated training videos and materials, developed procedures and tools to manage subrecipients, and supported Puerto Rico in its submission of the Action Plan amendment.

Please provide your feedback on this TA engagement by 05/07/2019 at 23:59 EST. Access the survey by clicking on the link below or copy and paste it into your browser to access it:

https://huduser.gov/webapps/public/directta/get_survey/sWE

Note: This survey link expires on 01/25/2019 at 23:59 PM EST and is unique to you. Please do not forward this email. If you are not the correct person to take this survey, please provide an alternate point of contact via the survey link.

If you have any questions, please email communitycompass@hud.gov.

Thank you,
HUD Technical Assistance Division

Work Plan: ID 7911: Puerto Rico - Direct TA - Puerto Rico - Disaster Recovery TA Phase II

This email account (helpdesk@huduser.gov) does not have the ability to reply to emails. Please DO NOT REPLY to this email address, as all messages sent to this address will not be responded to. Please direct any inquiries to communitycompass@hud.gov. Please keep this email for your records.

1st Reminder Email Sent to Survey Recipient with Survey Link (one week after initial notification)

From: HUD TA Division <mailto:helpdesk@huduser.gov>
Date: Fri, Apr 30, 2019 at 12:15 AM
Subject: Reminder: HUD TA Performance Survey will expire in 7 days
To: mailto: John.Galt@email.com

Hello John Galt,

HUD's records indicate that you have been involved in the following HUD Technical Assistance (TA) engagement:

TA Recipients: Puerto Rico
Dates: 08/01/2018 - 3/31/2019
TA Provider: Cloudburst

Description: Cloudburst provided technical assistance to Puerto Rico that included the conduct of process mapping for disaster recovery activities. Cloudburst also provided processes and procedures to on board new staff, translated training videos and materials, developed procedures and tools to manage subrecipients, and supported Puerto Rico in its submission of the Action Plan amendment.

This survey will expire in **7** days on 05/07/2019 at 23:59 EST. Access the survey by clicking on the link below or copy and paste it into your browser to access it:

https://beta.huduser.gov/webapps/public/directta/get_survey/sWEbPIT/uhrrhneCF

Note: This survey link is unique to you. Please do not forward this email. If you are not the correct person to take this survey, please provide an alternate point of contact via the survey link.

If you have any questions, please email communitycompass@hud.gov.

Thank you,
HUD Technical Assistance Division

Work Plan: ID 7911: Puerto Rico - Direct TA - Puerto Rico - Disaster Recovery TA Phase II

This email account (helpdesk@huduser.gov) does not have the ability to reply to emails. Please DO NOT REPLY to this email address, as all messages sent to this address will not be responded to. Please direct any inquiries to communitycompass@hud.gov. Please keep this email for your records.

2nd Reminder Email Sent to Survey Recipient with Survey Link (one day before survey closes)

Same as 1st reminder with date one day before survey closes.

Appendix III: Screenshots of TA Portal

TA surveys are initiated from work plans in the TA Portal. Surveys can be initiated for Direct TA, On-Call TA, Needs Assessment, and Regional Outreach work plans. TA surveys can be initiated, edited, and sent by TA Provider Managers. TA Provider Members can edit TA surveys, but they cannot initiate or send them.

TA surveys are sent to specific individuals (i.e., survey recipients), who receive an email containing a link to the survey. Additional batches of survey recipients can be added to a survey after the survey has been sent to the initial batch of survey recipients. Survey details can be edited up until the point that the survey is sent out to the first batch of survey recipients.

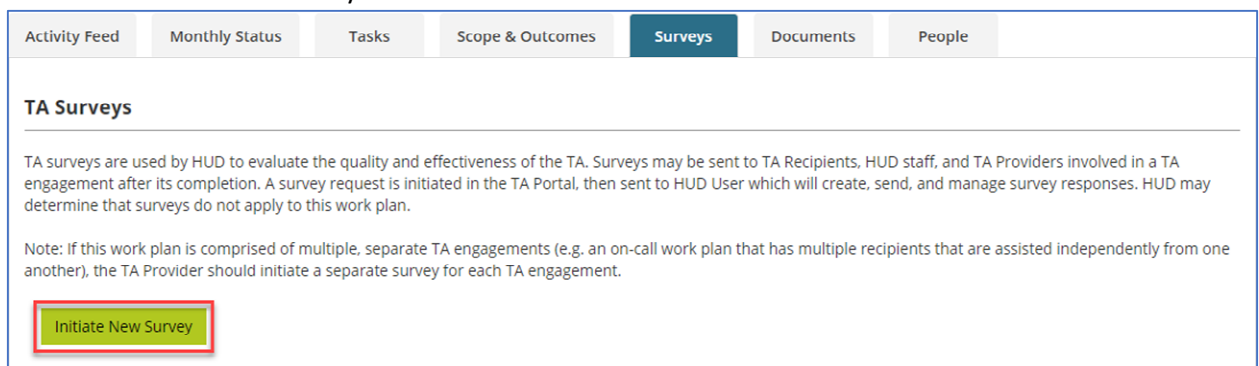
Work plans with multiple TA engagements can send separate surveys for each engagement. These surveys can have different details and be sent to different survey recipients.

GTRs can mark surveys as “Not Applicable” for a given work plan. This will prevent TA Providers from creating, editing, or sending surveys. This action is reversible.

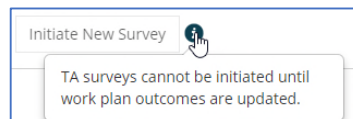
Initiating a New TA Survey

To initiate a new TA survey:

1. Access the work plan in the Management Module.
2. Go to the Surveys tab.
3. Click the “Initiate New Survey” button.



Note: If the “Initiate New Survey” button is inactive, then a survey cannot be initiated until the work plan outcomes are updated.



Note: If the Surveys tab displays the message “HUD has determined that TA surveys are not applicable to this work plan,” then the GTR has marked surveys as not applicable on the work plan. This means that new surveys cannot be initiated or sent. Please contact the GTR with any questions.

| | | | | | | |
|---------------|----------------|-------|------------------|----------------|-----------|--------|
| Activity Feed | Monthly Status | Tasks | Scope & Outcomes | Surveys | Documents | People |
|---------------|----------------|-------|------------------|----------------|-----------|--------|

TA Surveys

TA surveys are used by HUD to evaluate the quality and effectiveness of the TA. Surveys may be sent to TA Recipients, HUD staff, and TA Providers involved in a TA engagement after its completion. A survey request is initiated in the TA Portal, then sent to HUD User which will create, send, and manage survey responses. HUD may determine that surveys do not apply to this work plan.

Note: If this work plan is comprised of multiple, separate TA engagements (e.g. an on-call work plan that has multiple recipients that are assisted independently from one another), the TA Provider should initiate a separate survey for each TA engagement.

HUD has determined that **TA surveys are not applicable to this work plan**. Please contact your GTR with any questions.

Last updated by Daniel Hegner – Office of Affordable Housing Programs – 01/09/2019 8:19 AM (CST)

4. The survey form appears. You must fill in/select from all required fields in order to save. All information entered/selected on this screen will be used to populate the survey that is sent to survey recipients.
 - a. **TA Recipients:** Select the relevant TA recipients. This dropdown is populated with the TA recipients associated with the work plan. At least one recipient must be selected.
 - b. **TA Providers:** Either select other TA Providers involved with this engagement using the TA Providers dropdown, *or* check “No other TA Providers involved.”
 - c. **Engagement Dates:** Enter the engagement start date and end date. This must be in a MM/DD/YYYY format.
 - d. **Brief Description of TA Provided:** Enter a brief description of the TA provided during this engagement. There is a 500 character limit.
 - e. **Outcomes:** Select all outcomes relevant to this engagement. The outcomes that appear are based on the outcomes that were selected on the work plan. At least one outcome must be selected.
 - Note: For each selected outcome, the outcome description is automatically populated with the outcome description entered in the work plan. The outcome description may be edited, if necessary and appropriate to do so. Any edits will *only* affect *this* TA engagement survey and will not affect the work plan or other TA engagement surveys associated with the work plan.

TA Survey

Please provide the following information to begin the TA Survey process. This information will be sent to HUD User to create and send survey links to the individuals added to the Survey Recipients section below. If this work plan has multiple TA engagements, please enter information related to only one engagement. A separate survey should be initiated for each TA engagement.

Work Plan Name

Virgin Islands – Direct TA – Virgin Islands – Direct TA – U.S V.I. DR- Phase II

Work Plan Number

ICF-D-17-004 - USVI DR TA

TA Engagement Information

For this engagement, describe the TA provided to the recipient by your organization. This information will be included in the survey sent to TA Recipients, HUD staff, and TA Providers.

* TA Recipients

Select the recipients that received TA from your organization during this engagement.

Select options

* TA Providers

Indicate the TA Providers involved in providing TA to the recipients during this engagement.

Lead TA Provider

ICF International

Other TA Providers

Select options

☐ No other TA Providers involved

* Engagement Dates

Enter the start and end date for when the TA was provided to the recipients by your organization during this engagement.

Start Date  End Date 

* Brief Description of TA Provided

Describe the TA provided to the recipients by your organization during this engagement.

500 characters left.

* Outcomes

Select the outcome(s) that apply to this TA engagement. You may edit outcome description so only the relevant information is included in the survey.

| Outcome | Outcome Description |
|--|--|
| <input type="checkbox"/> 2A: Improved capacity to select programmatic strategies that address program or policy goals and community needs (e.g., determined which eligible activities could most effectively address needs) | The training, technical assistance, onboarding materials, process mapping and programmatic policies and procedures will provide USVI CDBG-DR staff with greater knowledge, skills and capacity to carry out their core functions, increase capacity to manage over \$1 billion of HUD funding and meet HUD's requirements. |

f. **Survey Recipients:** Enter survey recipient information.

*** Survey Recipients**
Provide contact information for the individuals who should provide feedback on this TA engagement. Each individual will receive a link to complete a survey.

TA Recipients

| First Name | Last Name | Organization | Email |
|----------------------|----------------------|--------------|----------------------|
| <input type="text"/> | <input type="text"/> | -Select- | <input type="text"/> |

+ Add Another

TA Providers

| First Name | Last Name | Organization | Email |
|----------------------|----------------------|-------------------|----------------------|
| <input type="text"/> | <input type="text"/> | ICF International | <input type="text"/> |

+ Add Another

HUD Staff

| First Name | Last Name | Organization | Email |
|----------------------|----------------------|--------------|----------------------|
| <input type="text"/> | <input type="text"/> | HUD | <input type="text"/> |

+ Add Another

- There are three survey recipient categories: 1) TA Recipients, 2) TA Providers, and 3) HUD Staff. At least one survey recipient must be added. This survey recipient can be in any of the three categories.
- For each survey recipient, enter a first name, last name, organization (for TA recipients only), and a valid email address.
- Click "+ Add Another" to add more survey recipient rows.
- Click "x" to remove a survey recipient row if there are multiple rows within a single survey recipient category.

TA Recipients

| First Name | Last Name | Organization | Email | |
|----------------------|----------------------|--------------|----------------------|---|
| <input type="text"/> | <input type="text"/> | -Select- | <input type="text"/> | X |
| <input type="text"/> | <input type="text"/> | -Select- | <input type="text"/> | X |



5. Click one of these options:

- **Cancel:** This cancels the new survey. The information you entered/selected will be lost.
- **Save:** This saves the survey but does not send the survey to any survey recipients.
- **Save and Send:** This saves the survey and takes you to the confirmation screen to send the survey to survey recipients.

| | | |
|--------|------|---------------|
| Cancel | Save | Save and Send |
|--------|------|---------------|

Saving the Survey

1. If you select “Save” from the TA survey form, you are taken back to the Surveys tab. You see the information you entered/selected displayed on the Surveys tab.

| Survey Recipients: | | | |  Unsent Recipients |
|---|-----------------|-------------------|-------------------------|---|
| Survey Type | Name | Organization | Email | Status  |
| TA Recipient | John Smith | Virgin Islands | jsmith@vi.gov | Not Sent |
| TA Provider | Kristen Cardoza | ICF International | kcardoza@icf.com | Not Sent |
| TA Provider | Dan Hegner | ICF International | dhegner@icf.com | Not Sent |
| HUD Staff | Heidi Joseph | HUD | heidi.j.joseph@hud.gov | Not Sent |
| HUD Staff | David Larimer | HUD | david.m.larimer@hud.gov | Not Sent |
| <div> Delete Survey Edit or Add Recipients Send Survey </div> | | | | |

2. From this screen, you can click on the following buttons:
 - **Delete Survey:** This deletes your saved draft survey. Note: This button only appears if no surveys have been sent.
 - **Edit or Add Recipients:** This brings you back to the TA survey form to make edits before sending. Note: If no surveys have been sent for this engagement, all fields are editable.
 - **Send Survey:** This takes you to the confirmation screen to send the survey to survey recipients.

Saving & Sending the Survey

If you select “Save and Send” from the TA survey form, you are taken directly to the confirmation screen to send the survey to survey recipients.

Confirmation Screen

RCarefully review all information on this screen—once this information is submitted to HUD User to create the survey, the action cannot be undone.

Confirm and Send

Please review the information below and select "Confirm and Send" at the bottom of the page, if correct

TA Engagement Information

| | |
|----------------------------|---|
| Work Plan Name: | Virgin Islands – Direct TA – Virgin Islands – Direct TA – U.S V.I. DR- Phase II |
| Work Plan Number: | ICF-D-17-004 - USVI DR TA |
| TA Recipients: | Virgin Islands |
| Lead TA Provider: | ICF International |
| Other TA Providers: | None selected |
| Engagement Dates: | 08/02/2018 - 08/31/2018 |
| Description of TA: | In coordination with the other TA providers noted in the assignment, provided TA that assisted the USVI with recovery from the impacts of Federally-declared disasters (Hurricanes Irma and Maria), to the extent that such assistance is directly related to the grantee's proper and strategic management and use of its HUD funds. |
| Outcomes: | <p>2A: Improved capacity to select programmatic strategies that address program or policy goals and community needs (e.g., determined which eligible activities could most effectively address needs)</p> <p>Outcome Description: The training, technical assistance, onboarding materials, process mapping and programmatic policies and procedures will provide USVI CDBG-DR staff with greater knowledge, skills and capacity to carry out their core functions, increase capacity to manage over \$1 billion of HUD funding and meet HUD's requirements.</p> |

Survey Recipients

TA Recipients:
John Smith, Virgin Islands - jsmith@vi.gov

TA Providers:
Dan Hegner, ICF International - dhegner@icf.com
Kristen Cardoza, ICF International - kcardoza@icf.com

HUD Staff:
Heidi Joseph, HUD - heidi.j.joseph@hud.gov
David Larimer, HUD - david.m.larimer@hud.gov

To proceed with sending the surveys, please select "Confirm and Send." This action cannot be undone.

Note: TA Survey data will be sent to HUD User to create and send the surveys. There may be a delay between when you submit this request and when the survey recipients receive a link to the survey.


Cancel

Confirm and Send

After Surveys Sent

After the surveys have been sent, the status on the Surveys tab will display one of two statuses:

- **Survey Request in Progress:** This means that the request has been sent to HUD User to create/send the survey but the survey has not yet been sent to survey recipients.
- **Survey Sent:** This means that HUD User has created/sent the survey to survey recipients.

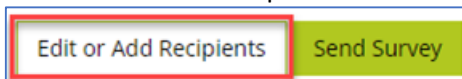
| Survey Recipients: | | | | |
|--------------------|-----------------|-------------------|-------------------------|--|
| Survey Type | Name | Organization | Email | Status  |
| TA Recipient | John Smith | Virgin Islands | jsmith@vi.gov | Survey Sent 01/09/2019 10:00 AM (CST) |
| TA Provider | Kristen Cardoza | ICF International | kcardoza@icf.com | Survey Sent 01/09/2019 10:00 AM (CST) |
| TA Provider | Dan Hegner | ICF International | dhegner@icf.com | Survey Sent 01/09/2019 10:00 AM (CST) |
| HUD Staff | Heidi Joseph | HUD | heidi.j.joseph@hud.gov | Survey Sent 01/09/2019 10:00 AM (CST) |
| HUD Staff | David Larimer | HUD | david.m.larimer@hud.gov | Survey Sent 01/09/2019 10:00 AM (CST) |

Adding Survey Recipients

After at least one survey has been sent, you can no longer edit the survey details. However, you can add additional survey recipients. Once an additional survey recipient is added to a survey, the survey must be manually resent. It will only be sent to the new survey recipients.

To add additional survey recipients to an existing survey:

1. Go to the survey on the Surveys tab.
2. Click "Edit or Add Recipients."



3. In the survey recipients section, enter in additional survey recipients.

* Survey Recipients

Provide contact information for the individuals who should provide feedback on this TA engagement. Each individual will receive a link to complete a survey.

TA Recipients

| First Name | Last Name | Organization | Email |
|------------|-----------|----------------|---------------|
| John | Smith | Virgin Islands | jsmith@vi.gov |
| Jane | Baker | Virgin Islands | jbaker@vi.gov |

[+ Add Another](#)

TA Providers

| First Name | Last Name | Organization | Email |
|------------|-----------|-------------------|------------------|
| Dan | Hegner | ICF International | dhegner@icf.com |
| Kristen | Cardoza | ICF International | kcardoza@icf.com |
| Kim | Wollos | ICF International | kwollos@icf.com |

[+ Add Another](#)

HUD Staff

| First Name | Last Name | Organization | Email |
|------------|-----------|--------------|-------------------------|
| David | Larimer | HUD | david.m.larimer@hud.gov |
| Heidi | Joseph | HUD | heidj.joseph@hud.gov |
| | | HUD | |

[+ Add Another](#)


4. Click one of these options:

- **Cancel:** This cancels your edits. The information you entered/selected will be lost.
- **Save:** This saves the survey but does not send the survey out to the additional survey recipients.
- **Save and Send:** This saves the survey and takes you to the confirmation screen to send the survey to the additional survey recipients.

Saving the Survey

1. If you select “Save” from the TA survey form, you are taken back to the Surveys tab. You see that the additional survey recipients appear below the original survey recipients with a status of “Not Sent.”

Survey Recipients:

 Unsent Recipients

| Survey Type | Name | Organization | Email | Status ⓘ |
|--------------|-----------------|-------------------|-------------------------|--|
| TA Recipient | John Smith | Virgin Islands | jsmith@vi.gov | Survey Sent 01/09/2019 10:00 AM (CST) |
| TA Provider | Kristen Cardoza | ICF International | kcardoza@icf.com | Survey Sent 01/09/2019 10:00 AM (CST) |
| TA Provider | Dan Hegner | ICF International | dhegner@icf.com | Survey Sent 01/09/2019 10:00 AM (CST) |
| HUD Staff | Heidi Joseph | HUD | heidi.j.joseph@hud.gov | Survey Sent 01/09/2019 10:00 AM (CST) |
| HUD Staff | David Larimer | HUD | david.m.larimer@hud.gov | Survey Sent 01/09/2019 10:00 AM (CST) |
| TA Recipient | Jane Baker | Virgin Islands | jbaker@vi.gov | Not Sent |
| TA Provider | Kim Wollos | ICF International | kwollos@icf.com | Not Sent |

[Edit or Add Recipients](#) [Send Survey](#)

2. From this screen, you can click on the one of the following buttons:
 - **Edit or Add Recipients:** This brings you back to the TA survey form to edit or delete the additional survey recipients you just added, or add additional survey recipients. Note: Because surveys have been sent for this engagement, other fields are not editable.
 - **Send Survey:** This takes you to the confirmation screen to send the survey to the additional survey recipients.

Saving & Sending the Survey

If you select “Save and Send” from the TA survey form, you are taken directly to the confirmation screen to send the survey to the additional survey recipients.

Confirmation Screen

Carefully review all information on this screen—once this information is submitted to HUD User to create the survey, the action cannot be undone. Under the Survey Recipients section, it only displays the additional survey recipients that have not been sent a survey.

[Home](#) > [My HUD Exchange](#) > [TA Management Dashboard](#) > [Work Plan #2622](#) > Confirm and Send

Confirm and Send

Please review the information below and select "Confirm and Send" at the bottom of the page, if correct

TA Engagement Information

| | |
|----------------------------|---|
| Work Plan Name: | Virgin Islands – Direct TA – Virgin Islands – Direct TA – U.S V.I. DR- Phase II |
| Work Plan Number: | ICF-D-17-004 - USVI DR TA |
| TA Recipients: | Virgin Islands |
| Lead TA Provider: | ICF International |
| Other TA Providers: | None selected |
| Engagement Dates: | 08/01/2018 - 01/31/2019 |
| Description of TA: | In coordination with the other TA providers noted in the assignment, provided TA that assisted the USVI with recovery from the impacts of Federally-declared disasters (Hurricanes Irma and Maria), to the extent that such assistance is directly related to the grantee's proper and strategic management and use of its HUD funds. |
| Outcomes: | <p>2A: Improved capacity to select programmatic strategies that address program or policy goals and community needs (e.g., determined which eligible activities could most effectively address needs)</p> <p>Outcome Description: The training, technical assistance, onboarding materials, process mapping and programmatic policies and procedures will provide USVI CDBG-DR staff with greater knowledge, skills and capacity to carry out their core functions, increase capacity to manage over \$1 billion of HUD funding and meet HUD's requirements.</p> |

Survey Recipients

TA Recipients:
Jane Baker, Virgin Islands - jbak@vi.gov

TA Providers:
Kim Wollos, ICF International - kwollos@icf.com

HUD Staff:

To proceed with sending the surveys, please select "Confirm and Send." This action cannot be undone.

Note: TA Survey data will be sent to HUD User to create and send the surveys. There may be a delay between when you submit this request and when the survey recipients receive a link to the survey.

Cancel
Confirm and Send

After Surveys Sent

After the surveys have been sent, the status on the Surveys tab will display one of two statuses for the additional survey recipients:

- **Survey Request in Progress:** This means that the request has been sent to HUD User to create/send the survey but the survey has not yet been sent to the additional survey recipients.
- **Survey Sent:** This means that HUD User has created/sent the survey to the additional survey recipients.

| Survey Recipients: | | | | |
|--------------------|-----------------|-------------------|-------------------------|--|
| Survey Type | Name | Organization | Email | Status  |
| TA Recipient | John Smith | Virgin Islands | jsmith@vi.gov | Survey Sent 01/09/2019 10:00 AM (CST) |
| TA Provider | Kristen Cardoza | ICF International | kcardoza@icf.com | Survey Sent 01/09/2019 10:00 AM (CST) |
| TA Provider | Dan Hegner | ICF International | dhegner@icf.com | Survey Sent 01/09/2019 10:00 AM (CST) |
| HUD Staff | Heidi Joseph | HUD | heidi.joseph@hud.gov | Survey Sent 01/09/2019 10:00 AM (CST) |
| HUD Staff | David Larimer | HUD | david.m.larimer@hud.gov | Survey Sent 01/09/2019 10:00 AM (CST) |
| TA Recipient | Jane Baker | Virgin Islands | jbaker@vi.gov | Survey Request In Progress 01/18/2019 8:51 AM (CST) |
| TA Provider | Kim Wollos | ICF International | kwollos@icf.com | Survey Request In Progress 01/18/2019 8:51 AM (CST) |

Initiating Additional Surveys

For work plans with multiple TA engagements, a TA Provider can send out different surveys for each engagement. These surveys can have unique survey details and recipients, and they can be sent independently from one another. To initiate, edit, save, and send, follow the instructions above.

Once multiple survey engagements have been saved, they will appear in collapsible/expandable sections on the Surveys tab. The surveys will appear in the order they were added. To view additional details for a survey, click the “+” icon.

The “Unsent Recipients” alert indicates that there are survey recipients which have been added to the survey and saved, but not yet sent.


Activity Feed
Monthly Status
Tasks
Scope & Outcomes
Surveys
Documents
People


TA Surveys


TA surveys are used by HUD to evaluate the quality and effectiveness of the TA. Surveys may be sent to TA Recipients, HUD staff, and TA Providers involved in a TA engagement after its completion. A survey request is initiated in the TA Portal, then sent to HUD User which will create, send, and manage survey responses. HUD may determine that surveys do not apply to this work plan.


Note: If this work plan is comprised of multiple, separate TA engagements (e.g. an on-call work plan that has multiple recipients that are assisted independently from one another), the TA Provider should initiate a separate survey for each TA engagement.


Initiate New Survey

Survey - Engagement # 3


TA Recipients: Virgin Islands
Engagement Dates: 08/02/2018 - 08/31/2018
 **Unsent Recipients**

Survey - Engagement # 2


TA Recipients: Virgin Islands
Engagement Dates: 08/01/2018 - 03/31/2019
 **Unsent Recipients**

Survey - Engagement # 1


TA Recipients: Virgin Islands
Engagement Dates: 08/01/2018 - 01/31/2019

GTRs – Marking Surveys as Not Applicable

GTRs can indicate in the TA Portal when surveys are not applicable for a work plan. This prevents a TA Provider from adding, editing, or sending surveys on a given work plan and acts as a “pause” button for surveys related to this work plan. This action is easily reversible.

To indicate that surveys are not applicable for a work plan:

1. Go to the Surveys tab.
2. Click “Edit” under “TA Surveys Applicability.”

The screenshot shows the 'TA Surveys' tab selected in the top navigation bar. Below the navigation bar, the 'TA Surveys' section is displayed. It includes a description of TA surveys and a note about multiple TA engagements. The 'TA Surveys Applicability' section contains two radio buttons: 'TA surveys are applicable to this work plan.' (selected) and 'TA surveys are not applicable to this work plan. No new TA surveys will be sent for this work plan.' (unselected). The 'Edit' button is highlighted with a red box.

3. Check “TA Surveys are not applicable to this work plan. No new TA surveys will be sent for this work plan.” Then click “Save.”

The screenshot shows the 'TA Surveys' tab selected in the top navigation bar. Below the navigation bar, the 'TA Surveys' section is displayed. It includes a description of TA surveys and a note about multiple TA engagements. The 'TA Surveys Applicability' section contains two radio buttons: 'TA surveys are applicable to this work plan.' (unselected) and 'TA surveys are not applicable to this work plan. No new TA surveys will be sent for this work plan.' (selected). The 'Save' button is highlighted with a red box.

Note: To reverse this, the survey can be marked as applicable by following the steps above and selecting “TA surveys are applicable to this work plan” then clicking “Save.”

Appendix IV: Map of Data from Work Plan to TA Survey

Information contained in the TA Survey originates from the latest approved work plan, as well as information entered in the TA Survey input form. The screenshots and description provide those details.

HUD DIRECT TA SURVEY: TA PROVIDER VERSION

Your organization, **ICF International**, recently provided HUD-funded technical assistance to **Virgin Islands** under **Work Plan 2622**

TECHNICAL ASSISTANCE ENGAGEMENT DETAILS

| | |
|--|---|
| TA RECIPIENT ORGANIZATION(S) | Virgin Islands |
| PERIOD OF PERFORMANCE | 01 Aug 2018 - 31 Jan 2019 |
| ADDITIONAL TA PROVIDER(S) INVOLVED IN THIS TA ENGAGEMENT | None |
| WORK PLAN # | ICF-D-17-004 - USVI DR TA |
| TA DESCRIPTION | In coordination with the other TA providers noted in the assignment, provided TA that assisted the USVI with recovery from the impacts of Federally-declared disasters (Hurricanes Irma and Maria), to the extent that such assistance is directly related to the grantee's proper and strategic management and use of its HUD funds. |

SURVEY QUESTION: PROGRESS TOWARD ACHIEVING SELECTED OUTCOME(S)

| Outcome | Outcome Description |
|--|--|
| 2A: Improved capacity to select programmatic strategies that address program or policy goals and community needs (e.g., determined which eligible activities could most effectively address needs) | The training, technical assistance, onboarding materials, process mapping and programmatic policies and procedures will provide USVI CDBG-DR staff with greater knowledge, skills and capacity to carry out their core functions, increase capacity to manage over \$1 billion of HUD funding and meet HUD's requirements. |

To what extent has the TA recipient organization 2A: Improved capacity to select programmatic strategies that address program or policy goals and community needs (e.g., determined which eligible activities could most effectively address needs)?

☐ 100% -Outcome was fully achieved
☐ 80%
☐ 60%
☐ 40%
☐ 20%
☐ 0%
☐ I don't know

● These data points are directly from the latest approved work plan. The TA Provider cannot edit this information in the TA Survey input form.

- Lead TA Provider
- TA Recipient Organization
- Work Plan ID
- Work Plan Name
- Work Number

▲ These data points are entered by the TA Provider in the TA Survey input form. The information is not copied automatically from separate fields in the work plan to the TA Survey input form.

- Period of Performance
- Additional TA Provider(s) involved in this TA engagement
- TA Description

■ These data points are directly from the latest approved work plan but if unapplicable to the engagement can be deselected or words removed in the TA Survey input form.

- Outcomes
- Outcome Description

Appendix V: FAQs

Question: I want to administer a TA survey for an engagement. However, since the work plan was approved before April 20, 2018, and no edits have required standardized outcomes, the work plan doesn't include HUD standard outcomes. Can I still administer a TA survey?

Answer: You can administer a TA survey, but you must first amend the work plan to include HUD standard outcomes and qualifying outcome descriptions. The addition of HUD standard outcomes will require GTM/POTAC and GTR approval. The TA Provider may initiate the survey after the work plan amendment is approved and the TA is complete.

Question: Can I alter the text of the outcome description that auto-populated in the survey request? The outcome description does not adequately address the TA provided to the selected recipients.

Answer: Outcome descriptions may not be edited. If the outcome descriptions need to change, the procedure is to amend the work plan in the TA Portal and obtain HUD program office and GTR approval, then initiate the survey request. TA Provider may remove any outcomes and outcome descriptions that auto-populate in the survey that do not apply to the TA engagement / TA recipients selected for a particular survey request.

Recall that for some work plans (particularly Direct TA and On-Call) the outcomes and outcome descriptions may differ by recipient or engagement. Survey requests need to be tailored carefully for each TA recipient to include only the outcomes and outcome descriptions that apply to them.

Question: It is very unsettling that Product Development work plans do not have TA surveys associated with them. After all, we selected HUD standard outcomes and developed outcome descriptions at work plan outset. Will we be able to put Product Development expected outcomes to good use?

Answer: We too feel this is an injustice that needs rectified. It is our intention to survey HUD staff and TA Providers on Product Development work plans in the near future.

Question: My firm is a Lead TA Provider for an engagement. What is the best way to handle TA Surveys?

Answer: TA Providers should start the development of a work plan with the end in mind and carefully, with the HUD program office, draft expected outcomes. Outcomes, as you know, form the basis for the TA survey. At the work plan development phase for the Lead TA Provider's work plan, the Lead TA Provider (in collaboration with other TA Providers and with HUD approval) should develop a strategy to define which TA Providers will initiate the survey for which recipients or tasks. Careful up-front planning is important because survey results will be attributed to the TA Provider that initiates a survey. If changes occur as the TA unfolds, the Lead TA Provider should update the TA survey strategy. The TA survey strategy should be included in the scope of each work plan and shared among the assigned TA Providers.

The key objective for the TA survey strategy is to obtain the needed survey results while not burdening TA recipients (or other TA participants) with overlapping or redundant surveys from multiple TA Providers.

When either the Lead TA Provider or another initiates a survey, the survey should include only those expected outcomes and descriptions that the TA Provider was designated as responsible for in the TA survey strategy.

See [Appendix VI: Scenarios](#) for examples of how the survey process may work when a Lead TA Provider is involved.

Question: The Outcome guidance dated April 20, 2018, defines outcomes as the near-term results, effects, and differences after TA. “Near-term” was defined as a range beginning at TA completion to no later than 90 days post-TA. If the work plan period of performance has expired but the TA Survey has not yet been initiated, how should I bill the time?

Answer: A TA Provider should bill time associated with TA surveys to the work plan management task. However, if the work plan has expired, the costs associated with the TA survey can be billed against the award administration work plan.

Question: Does this guidance on TA Performance Surveys cover all potential scenarios?

Answer: It is critical to think through your TA Performance Survey plan for each work plan and each engagement. The guidance in this document is applicable to most work plan and engagement scenarios, but there will always be exceptions and rare cases that require consultation with your GTR and HUD program staff.

Question: What are the most critical TA Performance Survey elements for TA Providers to remember?

Answer: The following bulleted list outlines the most critical things to remember.

- Document the TA survey plan in the work plan scope tab for TA efforts with multiple coordinating TA Providers.
- Ensure each TA engagement has a separate survey.
- Ensure the TA recipient does not receive redundant surveys from multiple providers for the same TA.
- Ensure only the outcome descriptions for the specific TA recipient / engagement are selected.
- Identify the correct contacts for the TA recipient.
- Identify the correct contacts for HUD staff.
- Identify the correct contacts for the TA Provider.
- Accurately input the correct email address for each respondent.
- Input quality TA descriptions that mention the TA Provider by name, are concise and clear, and refer to the actual TA performed by the TA Provider.
- Input accurate TA dates that are meaningful to the TA recipient.
- Initiate surveys after the TA is completed.

Question: On the input screen for TA surveys where a “Brief Description of TA Provided” is requested, can I just cut and paste from the work plan scope tab in the TA Portal? If not, can you provide examples of what you are looking for?

Answer: TA Providers should not cut and paste from the scope tab to fill this field. The work plan scope could be a data source, but in most cases it will need to be edited to 1) be clear and concise, 2) cover the specific TA actually provided (services and/or products), 3) fit the character limits, and 4) be in the format needed.

The format for the “Brief Description of the TA Provided”: Must start with the TA Provider’s name, refer to the TA recipient, and refer to the specific TA undertaken and key deliverables (products, tools, services, etc.) and accomplishments.

Example 1: Cloudburst provided technical assistance to Puerto Rico that included process mapping for disaster recovery activities. Cloudburst also provided processes and procedures to onboard new staff, translated training videos and materials, developed procedures and tools to manage subrecipients, and supported Puerto Rico in its submission of the Action Plan amendment.

Example 2: Collaborative Solutions conducted HMIS Remote TA for the City of Baltimore CoC that included an assessment; development of a local plan to end homelessness through enhanced data collection and system performance; assistance developing and implementing strategies to achieve the plan; and support to access and utilize published guidance, tools, and other relevant resources.

Question: I initiated a survey for a TA engagement and it was sent to the identified TA Recipient. After it was sent, I learned the individual who received the TA Recipient survey is not available to respond during the 2-week survey period. The selected individual is only person informed enough to complete the survey with confidence. What are my options?

Answer: The survey may not be available depending on when the TA Recipient tries to access it. If a TA Provider learns that a survey is no longer available to a survey recipient and the survey recipient would like to take the survey, the survey can be ‘revived’. The TA Provider should go to same survey and choose the option to add participants (not a new survey). The TA Provider will give the same email address as earlier for TA Recipient. Once the HUD User gets the request, it will reactivate the survey link and send another email to the TA recipient.

Appendix VI: Scenarios

Example #1 – Direct TA

Three (3) TA Recipients, A, B, and C, have the same HUD outcome and outcome description.

- The TA for recipient A was completed in January.
- The TA for recipients B and C was completed the following May.

The TA survey for A would be initiated in the TA Portal after the TA was completed in January or soon after. New surveys will be needed for B and C. Even though both recipients share the same HUD outcome and description, they should each receive a separate survey. These surveys would be initiated in May or soon after.

Example #2 – Direct TA

Three (3) TA Recipients have the same HUD outcome but different outcome descriptions. The TA for all 3 recipients was completed at approximately the same time.

Three (3) separate surveys will be needed because each engagement / TA Recipient should be surveyed separately and because they have different outcome descriptions. In this case, the TA recipients had the same HUD outcome but different outcome descriptions. Separate surveys would be needed to accommodate the different outcome descriptions; however, even if the outcome descriptions were the same, separate surveys would be needed since each TA engagement should be surveyed separately.

Example #3 – Direct TA (Lead TA Provider scenario #1)

There are 40 Direct TA recipients and eight TA Providers (including the Lead TA Provider). The TA to be delivered is the same for each of the 40 recipients and there is a standard set of HUD outcomes and outcome descriptions. Each of the TA Providers, including the Lead, has been assigned 5 recipients.

Each TA Provider will be responsible for surveying the TA recipients assigned to them in the strategy outlined in the approved work plans scope section. In total, 40 separate surveys will be issued since each engagement requires a separate survey.

This scenario could also be identified with certain On-Call work plans.

Example #4 – Direct TA (Lead TA Provider scenario #2)

There is one TA recipient for Direct TA that is associated with a critical, high visibility TA need. There are five TA Providers (A, B, C, D, E) involved, including one Lead. There are four tasks associated with the engagement, of which three are programmatic. Each task has its own HUD outcome and description.

Task 1: WP Development, Management & Coordination

Task 2: Assist with Grant Certification Package

Task 3: Assist with Action Plan Development

Task 4: Limited Needs Assessment for Follow-up TA

The Lead TA Provider A is coordinating the overall TA and leading Task 2.

TA Provider B is leading Task 3.

TA Provider C is leading Task 4.

TA Provider D and TA Provider E are important contributors to the effort but are not leads for any of the tasks, nor will the TA recipient associate them as their primary contact for this TA engagement.

As outlined in each TA Provider's approved work plans (scope tab), this scenario would result in three non-redundant surveys being sent to the recipient.

Who initiates surveys to be sent which organizations for what work?

- TA Provider A will initiate the survey for Task 2. Surveys sent to TA recipient, HUD staff, and TA Provider A only.
- TA Provider B will initiate the survey for Task 3. Surveys sent to TA recipient, HUD staff, and TA Provider B only.
- TA Provider C will initiate the survey for Task 4. Surveys sent to TA recipient, HUD staff, and TA Provider C only.
- Having been involved in the TA effort, TA Providers D and E will initiate TA surveys to HUD staff and the TA Provider contact, *not the TA Recipient*.

Who receives the surveys?

- The TA Recipient would receive three different surveys to complete:
 - 1) A survey regarding TA Provider A and task 2
 - 2) A survey regarding TA Provider B and task 3
 - 3) A survey regarding TA Provider C and task 4.
- The HUD staff would receive five different surveys to comment on their satisfaction with each TA Provider firm (A, B, C, D, E).
- Five different TA Provider firms would receive one survey each to comment on their individual performance.

Example #5 – Direct TA (Lead TA Provider scenario #3)

Using a similar scenario as in Example #4. There is one TA recipient for Direct TA that is associated with a critical, high visibility TA need. There are five TA Providers total, including one Lead. There are four tasks associated with the engagement, of which three are programmatic. Each task has its own HUD outcome and description.

Task 1: WP Development, Management & Coordination

Task 2: Assist with Grant Certification Package

Task 3: Assist with Action Plan Development

Task 4: Limited Needs Assessment for Follow-up TA

The Lead TA Provider A is coordinating the overall TA and is involved with each of the three programmatic tasks. TA Providers B, C, D, and E are important contributors to the effort and provide a mix of TA for the three program tasks but are not assigned as task leads.

Because Lead TA Provider A is leading the engagement as well as providing task specific TA for each of the tasks, the recipient views the Lead as the overall responsible organization for the TA and also associates them with each of the tasks, even though other TA Providers are involved. Therefore, the Lead TA Provider will send out the TA survey for all tasks and outcomes and note the supporting TA Providers on the survey initiation request. This would result in one survey going out to the TA recipient.

Who initiates surveys to be sent which organizations for what work?

- TA Provider A will initiate the survey for the entire TA engagement. Surveys sent to TA recipient, HUD staff, and TA Provider A only.
- Having been involved in the TA effort, TA Providers B, C, D, and E will initiate TA surveys to HUD staff and the TA Provider contact (NOT THE TA RECIPIENT).

Who receives the surveys?

- The TA Recipient would receive one survey to complete.
- The HUD staff would receive five different surveys to comment on their satisfaction with each TA Provider firm (A, B, C, D, E).
- Five different TA Provider firms would receive one survey each to comment on their individual performance.

Example #6 – On-Call

Ten On-Call TA engagements are expected over the course of a calendar year. HUD outcome and outcome descriptions will not be known until engagements become known and are approved but are not expected to be similar.

Surveys for On-Call TA engagements should be initiated as each engagement is completed. There is no reason to wait to send surveys in batches or wait to the end of the work plan period of performance to initiate surveys. A separate survey should be initiated for each of these On-Call TA engagements.

Example #7 – On-Call

The work plan estimates up to 25 On-Call TA recipients for a new HUD program. The TA needed is relatively narrow and is clearly defined in the scope and tasks associated with the work plan. The HUD outcomes and descriptions are the same for all recipients and were applied to the “Entire work plan” when the work plan was developed.

Despite having the same HUD outcome and outcome description, each On-Call TA engagement will need a separate TA survey request because each on-call engagement has different TA start and completion dates. When filling out the survey request, the TA Provider enters start and end dates for the engagement, and these dates should be meaningful to the TA recipient and not simply reflect the duration of the work plan.